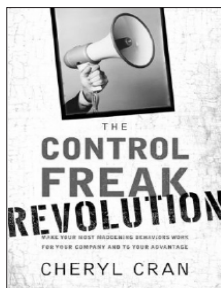


Dealing with Workplace Difficulties

The Control Freak Revolution: Make Your Most Maddening Behaviors Work for Your Company and to Your Advantage

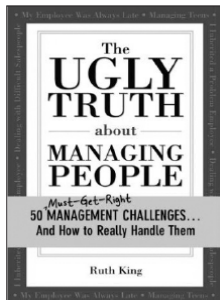
by Cheryl Cran
Career Press \$19.99



Leaders in business are typically criticized as control freaks. *The Control Freak Revolution* shows readers that being a control freak is actually a good thing, and why CEOs look for leaders who can use control to increase employee and team effectiveness. The challenges of leadership — from attracting new employees and keeping good ones to managing different personalities and generations — can be met with ease when leaders are able to control and influence others to perform at the highest levels possible. In this practical, no-nonsense guide, author Cheryl Cran teaches readers how to be successful “control freak” leaders in seven steps, with exercises to help readers implement the ideas in each chapter. The book shows how to evaluate and improve leadership style; set up systems that support desired results; and get employees to review leadership performance. It also includes telling insights and anecdotes from real CEOs and famous leaders who have used control to their advantage.

The Ugly Truth About Managing People

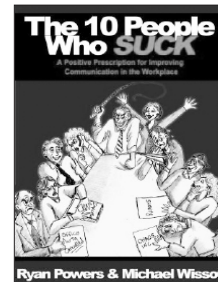
by Ruth King
Sourcebooks, Inc. \$16.95



According to a study by the University of Florida, people don't leave their companies. They leave their bosses. In *The Ugly Truth About Managing People*, author Ruth King, a seasoned entrepreneur, reveals the real-world situations that aren't taught in business schools. King and dozens of other managers and employees, from Fortune 500 companies to small businesses, have made the mistakes, weathered the disasters and now share their personal stories. The book includes a laundry list of “lessons learned the hard way” and recounts 50 actual management issues, from worst-case scenarios to “never-saw-it-coming” avalanches. It teaches managers and would-be managers to consider, handle and/or avoid situations such as: “My employee was in the wrong job,” “I cursed at my boss,” “I inherited a problem employee,” “I went from employee to boss” and “Managing teens.” The book deals with reality, not theory, and presents usable information that makes it a must-read for all managers.

The 10 People Who Suck: A Positive Prescription for Improving Communication in the Workplace

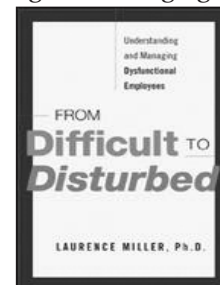
by Ryan Powers and Michael Wisnot
City Hall Publishing \$22.95



No matter a person's seniority in the office, everyone knows “people who suck.” What is less known is what to do about them. *The 10 People Who Suck* resonates with anyone from the first-year employee dealing with unfamiliar surroundings to the veteran manager seeking a reenergized career to the executive searching for ideas to optimize performance and productivity among employees. The book provides specific, practical solutions to get the best out of others in the workplace, as well as oneself, regardless of the differing goals at hand. The 10 office personalities featured are The Slacker, The Pessimist, The Spotlight Hog, The Controller, The Out of Toucher, The Gossiper, The Dictator, The Coward, The Hypocrite and The Buzz Killer. The authors do not simply assign blame to office misfits, but contend that most problematic employees and managers are not beyond help. They provide unique communication strategies and advocate for a conflict-resolution technique called “corporate triangulation.”

From Difficult to Disturbed: Understanding and Managing Dysfunctional Employees

by Laurence Miller, Ph.D.
AMACOM \$22



Like neighborhoods and families, every workplace has its share of colorful characters. But when a character's quirks begin to grate on others, disrupt teamwork, impede productivity and derail potential for success, personality differences become a serious issue for managers. From extensive psychological counseling and workplace consulting experience, author Laurence Miller knows the key to not only getting along with complicated people on the job, but also getting the best from them. The book shows how to create mutual rapport with diverse personality types, including those who are prone to extremes of behavior. Each chapter provides a plain-language description of a particular personality type or psychological syndrome, followed by real-life cases and real-work scenarios to help guide managers to recognize signs of personality trouble and learn to effectively communicate with — and successfully manage — their own exasperating workers and erratic bosses.